

**Amendments to the Claims:**

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Canceled).
2. (Canceled).
3. (Currently Amended) A product maintenance method for processing a maintenance of a product, comprising:
  - storing data regarding various types of packing boxes that are suitable for different products in a database;
  - receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;
  - selecting a type of packing box that corresponds to the product for which the repair request has been received, based upon product information and the data stored in the database; and
  - transmitting information that instructs delivery of a packing box corresponding to the selected type of packing box to the user to a server of a transport operator via the ~~Internet~~Internet;
  - transmitting information instructing pick up of the product packed in the packing box from the user to the server of the transport operator via the Internet; and
  - transmitting information instructing delivery of the product that has been repaired to the user to the server of the transport operator via the Internet upon completion of repair of the product.
4. (Canceled)
5. (Currently Amended) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet; and

transmitting information regarding the product that enables a transport operator to select a packing box corresponding to the product for which the repair request has been received, and information instructing delivery of the selected packing box to the user to a server of the transport operator via the ~~Internet~~Internet;

transmitting information instructing pick up of the product packed in the packing box from the user to the server of the transport operator via the Internet; and

transmitting information instructing delivery of the product that has been repaired to the user to the server of the transport operator via the Internet upon completion of repair of the product.

6. (Canceled).

7. (Currently Amended) The product maintenance method according to ~~claim~~ claim 5, further comprising:

transmitting information regarding a repair cost estimate for the product for which the repair request has been received to the terminal of the user via the Internet prior to starting a repair work; and

obtaining information regarding a repair approval based upon the estimate from the user via the ~~Internet~~and Internet,

the repair cost estimate including a price of the packing box and a price of picking up and delivering the product.

8-11. (Canceled).

12. (Previously Presented) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

transmitting information regarding repair conditions set for repairing the product to the terminal of the user via the Internet;

transmitting screen information for displaying an input screen that enables entry of user information including information with regard to the product to be repaired to the terminal of the user via the Internet;

receiving information regarding an agreement of the repair conditions and the user information from the terminal of the user via the Internet;

determining to receive the repair request for the product;

assigning a repair order ID corresponding to the repair request;

storing the user information in a storage device together with the repair order ID;

transmitting information indicating the repair order ID to the terminal of the user via the Internet;

storing data regarding various types of packing boxes that are suitable for different products in a database;

selecting a type of packing box that corresponds to the product for which the repair request has been received based upon product information and the data stored in the database;

transmitting information that instructs delivery of a packing box corresponding to the selected type of packing box to the user to a server of a transport operator via the Internet;

transmitting information instructing pick up of the product packed in the packing box from the user to the server of the transport operator via the Internet;

transmitting information regarding a repair cost estimate for the product for which the repair request has been received to the terminal of the user via the Internet prior to starting a repair work;

obtaining information regarding a repair approval based upon the estimate from the terminal of the user via the Internet;

storing a repair progress status for the product at each stage in a storage device in correspondence to the repair order ID, the repair progress status including a delivery preparation status;

when an inquiry on the repair progress status is made from the terminal of the user by indicating the repair order ID via the Internet, obtaining the repair progress status corresponding to the repair order ID from the storage device and transmitting information regarding the repair progress status obtained to the terminal of the user via the Internet;

transmitting information instructing delivery of the product that has been repaired to the user to the server of the transport operator via the Internet upon completion of repair of the product; and

transmitting information instructing that a repair fee be collected to a server of a repair fee collector via the Internet upon completion of the repair on the product.

13. (Canceled).

14. (Canceled).

15. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet,

wherein the server of the product maintenance business operator executes:

processing for storing data of different types of packing boxes  
corresponding to various types of products in a database;

processing for searching a type of packing box that corresponds to a  
product for which a repair request has been issued by the product user from the database that  
stores the data of the different types of packing boxes; ~~and~~

processing for issuing a request to the transport operator for delivery of  
a packing box that corresponds to the type of packing box that has been selected through a  
search to the product user via the ~~Internet~~.Internet;

processing for transmitting information instructing pick up of the  
product packed in the packing box from the product user to the server of the transport  
operator via the Internet; and

processing for transmitting information instructing delivery of the  
product that has been repaired to the product user to the server of the transport operator via  
the Internet upon completion of repair of the product.

16. (Currently Amended) A product maintenance business system for offering  
product repair services, comprising:

a server of a product maintenance business operator; and

a server of a transport operator, wherein:

the server of the product maintenance business operator and the server  
of the transport operator are connected with each other and are also connected with a terminal  
of a product user and a server of a repair fee collector, via the Internet;

the server of the product maintenance business operator transmits  
information indicating a type of product for which a repair request has been issued by the  
product user, ~~and a request for packing box delivery to the server of the transport operator~~  
delivery via the Internet information instructing pick up of the product packed in the packing

box from the product user, and information instructing delivery of the product that has been repaired to the product user upon completion of repair of the product to the server of the transport operator via the Internet; and

the server of the transport operator stores data representing different types of packing boxes that correspond to various types of products in a database, and searches a type of packing box corresponding to the product for which the repair request has been issued by the product user from the database that stores the data representing the different packing boxes.

17-22. (Canceled).

23. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user, a server of a product repair service operator, a server of a transport operator, and a server of a repair fee collector, wherein:

the server of the product maintenance business administrator, the server of the product repair service operator, the server of the transport operator, and the server of the repair fee collector are connected via the Internet; and

the product maintenance business administrator server executes:

processing for storing data of different types of packing boxes that correspond to various types of products in a database;

processing for searching a type of packing box corresponding to a product for which a repair request has been issued by the product user from the database having stored therein the data of the different packing boxes; and

processing for issuing a request to the transport operator for delivery of a packing box corresponding to the type of packing box that has been selected through a search to the product user via the ~~Internet~~Internet;

processing for transmitting information instructing pick up of the product packed in the packing box from the product user to the server of the transport operator via the Internet; and

processing for transmitting information instructing delivery of the product that has been repaired to the product user to the server of the transport operator via the Internet upon completion of repair of the product.

24. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator; and

a server of a transport operator, wherein:

the server of the product maintenance business administrator and the server of the transport operator are connected with each other and are also connected with a terminal of a product user, a server of a product repair service operator and a server of a repair fee collector via the Internet;

the server of the product maintenance business administrator transmits information indicating a type of a product for which a repair request has been issued by the product user and user, a request for packing box ~~delivery to the server of the transport~~delivery, operator via the Internet information instructing pick up of the product packed in the packing box from the product user, and information instructing delivery of the product that has been repaired to the product user upon completion of repair of the product to the server of the transport operator via the Internet; and

the transport operator server stores data representing different types of packing boxes that correspond to various types of products in a database, and searches a type of packing box corresponding to the product for which the repair request has been issued by the product user from the database that stores the data representing the different packing boxes.

25-28. (Canceled).

29. (Currently Amended) A computer-readable computer program product containing a program for product maintenance processing, the program comprising:

an instruction for storing data with regard to various types of packing boxes suitable for different products in a database;

an instruction for receiving a repair request for a product from a terminal of a user who uses the program via the Internet;

an instruction for selecting a type of packing box corresponding to the product for which the repair request has been received based upon product information and the data stored in the database; and

an instruction for transmitting information instructing delivery of a packing box that corresponds to the type of packing box that has been selected to the user to a server of a transport operator via the ~~Internet~~.Internet;

an instruction for transmitting information instructing pick up of the product packed in the packing box from the user to the server of the transport operator via the Internet; and

an instruction for transmitting information instructing delivery of the product that has been repaired to the user to the server of the transport operator via the Internet upon completion of repair of the product.



30. (Previously Presented) The computer-readable computer program product according to claim 29, wherein

the computer-readable computer program product is a recording medium on which the program is recorded.

31. (Canceled).

32. (Canceled).